



MCNA Member Satisfaction Survey Analysis

Louisiana EPSDT 7/1/16 - 6/30/17

Sample Size and Goal

Member satisfaction surveys will be of a statistically significant sample size.

MCNA's goal for all questions surveyed is 90% or higher.

Methodology of Distribution

Inbound calls - Member Services Representatives will attempt to conduct a Member Satisfaction Survey on every inbound call.

Analysis and Reporting

The Director of Call Center Operations will evaluate member satisfaction survey results and provide a summary of the information to the Louisiana Department of Health on an annual basis.

Overall results are reported quarterly to the Quality Improvement Committee to implement performance improvement projects, if necessary, and to ensure that continuous quality improvement occurs.

Overall Score and Analysis

MCNA conducted a total of 3,793 Member Satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 97.15%.

The following survey question represents the area with the greatest opportunity for improvement.

- Did the dentist explain your covered benefits before starting treatment?

This area received a satisfaction rating of 92.91%.

Survey results were analyzed and did not reveal any provider or facility specific trends. Provider Relations representatives will continue efforts to provide training during site audits and drop in visits, to providers on the importance of explaining covered benefits to members prior to treatment. This topic will be featured in MCNA's monthly Provider newsletter "Dental Details" as a helpful tip for Providers.

Member Survey Satisfaction Report (LAEPSDT)

Member Satisfaction Survey Questions	Total Surveys	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	%
DID YOU GET THE CARE THAT YOU NEEDED IN A TIMELY MANNER?	3,793	1,117	82	65	25	57	2,447	96.72%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	3,793	1,044	129	68	33	65	2,454	96.10%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	3,793	1,122	64	54	36	56	2,461	96.71%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	3,793	894	90	91	40	149	2,529	92.91%
HELPFUL?	3,793	1,126	78	51	31	48	2,459	97.04%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST? IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	3,793	1,025	104	64	40	93	2,467	95.23%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	3,793	511	45	25	14	45	3,153	95.62%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	3,793	535	51	29	9	29	3,140	96.73%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	3,793	1,264	44	18	7	9	2,451	99.21%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	3,793	3,711	38	13	1	0	30	99.88%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA	3,793	1,093	95	61	36	64	2,444	96.31%
							% Compliance	97.15%



MCNA Member Satisfaction Survey Analysis

Louisiana Adult 7/1/16 - 6/30/17

Sample Size and Goal

Member satisfaction surveys will be of a statistically significant sample size.

MCNA's goal for all questions surveyed is 90% or higher.

Methodology of Distribution

Inbound calls - Member Services Representatives will attempt to conduct a Member Satisfaction Survey on every inbound call.

Analysis and Reporting

The Director of Call Center Operations will evaluate member satisfaction survey results and provide a summary of the information to the Louisiana Department of Health on an annual basis.

Overall results are reported quarterly to the Quality Improvement Committee to implement performance improvement projects, if necessary, and to ensure that continuous quality improvement occurs

Overall Score and Analysis

MCNA conducted a total of 1,769 Member Satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 97.93%.

The following survey question represents the area with the greatest opportunity for improvement.

- Did the dentist explain your covered benefits before starting treatment?

This area received a satisfaction rating of 91.80%.

Survey results were analyzed and did not reveal any provider or facility specific trends. Provider Relations representatives will continue efforts to provide training during site audits and drop in visits, to providers on the importance of explaining covered benefits to members prior to treatment. This topic will be featured in MCNA's monthly Provider newsletter "Dental Details" as a helpful tip for Providers.

Member Survey Satisfaction Report (LAADULT)

Member Satisfaction Survey Questions	Total Surveys	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	%
DID YOU GET THE CARE THAT YOU NEEDED IN A TIMELY MANNER?	1,769	130	15	14	9	6	1,595	95.53%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	1,769	127	21	12	6	6	1,597	95.94%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	1,769	138	11	5	7	10	1,598	95.82%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	1,769	109	9	13	14	18	1,606	91.80%
WAS THE DENTIST OFFICE STAFF COURTEOUS AND HELPFUL?	1,769	146	12	10	4	3	1,594	97.43%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST?	1,769	120	16	12	6	16	1,599	93.68%
IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	1,769	62	2	0	0	3	1,702	98.06%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	1,769	57	3	1	3	6	1,699	95.04%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	1,769	169	4	1	1	0	1,594	99.65%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	1,769	1,681	43	6	1	1	37	99.78%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA DENTIST?	1,769	150	17	7	8	9	1,578	96.00%
							% Compliance	97.93%